

POLICE DISPATCHER

City of Milwaukee Police Department - Entrance Examination

Police Dispatchers are civilian employees of the City of Milwaukee Police Department who are responsible for dispatching assignments to police units using a computer aided dispatch system, radio, and/or telephone. This position is both exciting and challenging, and has a direct impact on the quality of life for Milwaukee's citizens.

MINIMUM QUALIFICATIONS:

- Minimum of six months of experience as a fire, police or ambulance dispatcher **OR** two years experience in high intensity telephone work performing duties such as receiving and/or resolving complaints, problem- solving, or substantial responsibility for giving and receiving information while simultaneously entering data into a computer.
- At least eighteen (18) years old at time of application.
- United States citizenship, or be legally authorized to work permanently for *any* employer within the United States.
- Residency in the City of Milwaukee within six (6) months following appointment, and must be maintained throughout employment.
- Ability to type 30 words per minute.

SALARY AND BENEFITS:

The current annual salary is \$35,491 with yearly increases to \$47,360. Benefits include health, dental and life insurance, pension plan, vacations and holidays, sick leave, and an optional deferred compensation plan.

ON-THE-JOB TRAINING:

The Police Department provides a paid training program, which may last several weeks. After successful completion of the on-the-job training program, Police Dispatchers are assigned to the City of Milwaukee Police Department's Communications Division, which is currently located in the Data Communications Building, 2333 N 49 St.

DUTIES:

Police Dispatchers are responsible for deploying the appropriate type and number of units in response to calls for assistance.

OTHER QUALIFICATIONS: Must be able to read, write, spell and speak English clearly and concisely; multi-task while on the telephone; enter data into the computer system while speaking and receiving information; analyze information and make appropriate decisions; type accurately and quickly; operate radio console and CAD system; interpret and apply Department policies and procedures; wear a headset covering one ear while able to hear/understand outside sound sources with the other ear; and maintain composure under pressure in emergency conditions.

HOURS AND WORKING CONDITIONS: At least the first several weeks of employment are dedicated to training, and hours worked will ***usually*** be Monday through Friday from 7:30 a.m. to 3:30 p.m. After successful completion of training, all new Police Dispatchers will be assigned to a night shift. Police Dispatchers work a 40-hour week, on a rotating schedule. Some weekend and holiday work will be required.

The work of dispatchers can be very hectic when many calls come in at the same time. The job of public safety dispatchers is particularly stressful because a slow or an improper response to a call can result in serious injury or further harm. Dispatchers must remain calm, objective, and in control of the situation. Dispatchers sit for long periods, using telephones, computers, and two-way radios. Much of their time is spent at video display terminals.

THE SELECTION PROCESS: Qualified candidates will be notified by mail of the date, time and location of the examination. The examination process will be job related and may consist of any combination of the following: written job simulation exercise, a job performance test, typing test, training and experience evaluation, and/or an oral interview. Applicants must qualify on all parts of the examination. Qualified veterans will receive military preference points added to the final passing score in accordance with State Statutes and Commission Rules. (An undeleted DD214 is required as proof of military service.) An eligible list of individuals who successfully complete

all phases of the examination process will be established and appointments will be made by eligible list number order. Appointments are contingent upon the number of vacancies and passing a background investigation and medical examination, including a drug screen test.

ELIGIBLE LIST: Candidates are placed on an eligible list in order of final score. The eligible list will remain in effect for two years from the date of adoption or until exhausted, unless rescinded or extended by the Fire and Police Commission.

APPLICATIONS: Applications may be obtained in-person weekdays from 8:00 a.m. to 4:30 p.m. from the Department of Employee Relations, 200 East Wells Street, Room 706, Milwaukee, WI 53202, by calling 286-5000, or by visiting the website www.milwaukee.gov/fpc. Applications will be available starting **Monday, May 5 and ending Friday, May 30, 2008**, unless extended. Applications may be returned in person or by U.S. mail. All applications **must be received in the office of the Department of Employee Relations, or postmarked by Friday, May 30, 2008**. Applications will not be accepted after the deadline unless extended.

CITY OF MILWAUKEE FIRE AND POLICE COMMISSION
200 East Wells Street, Room 706, Milwaukee, WI 53202 (414) 286-5000

The City of Milwaukee is an Equal Opportunity Employer